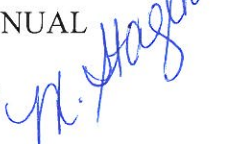


MEDICAID SERVICES MANUAL  
TRANSMITTAL LETTER

February 9, 2010

MEMORANDUM

TO: CUSTODIANS OF MEDICAID SERVICES MANUAL

FROM: MARTA STAGLIANO, CHIEF, COMPLIANCE 

SUBJECT: MEDICAID SERVICES MANUAL CHANGES  
CHAPTER 2600 – INTERMEDIARY SERVICE ORGANIZATION

BACKGROUND AND EXPLANATIONS

Medicaid Services Manual (MSM) Chapter 2600 is a new chapter that separates Intermediary Service Organization and Independent Contractors from the Personal Care Services Chapter, 3500. This new chapter will address the policies regarding Intermediary Service Organization, Self-Directed Model, Self-Directed Skilled Services and Independent Contractors.

Policies under Intermediary Service Self-Directed Model, Self-Directed Skilled Services and Independent Contractors have not changed with the creation of this new chapter. Definitions were updated to clarify family obligations and when personal care services can be authorized.

References to the Medicaid Services Manual Chapters, the provider contract, and regulations were added. Acronyms were standardized and language was reworded for clarity. Renumbering of many sections was necessary.

Clarifications were also made throughout the Chapter to distinguish between the organization Division of Health Care Financing and Policy (DHCFP) and Nevada Medicaid local District Office (DO). Changes in acronyms for the Aging and Disability Services Division (ADSD) were also made. These policy changes will be effective March 1, 2010.

MATERIAL TRANSMITTED

**MTL 06/10**

CHAPTER 2600 – INTERMEDIARY  
SERVICE ORGANIZATION

MATERIAL SUPERSEDED

**MTL N/A**

CHAPTER 2600 – INTERMEDIARY  
SERVICE ORGANIZATION

| Item | Section and Description | Description of Change   |
|------|-------------------------|---|
| 1    | Several                 | Changed personal care services to PCS.  |
| 2    | Several                 | Changed personal care representative to PCR.  |
| 3    | Several                 | Changed reference numbers to Medicaid Services Manual sections 3500 as policy was updated and sections were |

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|    |   | renumbered.  |
| 4  | Several   | Changed intermediary service organization to ISO.  |
| 5  | Several   | Changed Nevada Medicaid to DHCFP.  |
| 6  | Several   | Changed references from Medicaid Service Manual sections in 3500 to sections in 2600 to reference correct citations throughout new chapter.  |
| 7  | 2600 Introduction   | Added NRS (Nevada Revised Statutes) definition of Intermediary Service Organization.   |
| 8  | 2601 Authority  | Added NRS for intermediary service organization.   |
| 9  | 2601 Authority  | Removed duplicative sentence, reference to 42 CFR (Code of Federal Regulations) and social model program description.  |
| 10 | 2603 Policy   | Added clarification on ISO functions and ISO agreement.  |
| 11 | 2603.1A Coverage and Limitations                              | Removed reference to Interactive Voice Response system.  |
| 12 | 2603.1B Provider Responsibility                               | Removed reference to Medicaid Service Manual section 3503.1B and added reference to provider conditions found in Medicaid Service Manual Chapter 100. Added reference to Federal, State, and local regulations as well as IRS, FICA, OSHA and HIPAA. |
| 13 | 2603.1B Provider Responsibility                               | Added language to clarify basic provider responsibility.   |
| 14 | 2603.1B Provider Responsibility                               | Deleted reference to the Independent Living Philosophy.  |
| 15 | 2603.1B Provider Responsibility                               | Added Criminal Background checks.  |
| 16 | 2603.1B Provider Responsibility                               | Added Tuberculosis testing.  |
| 17 | 2603.1B Provider Responsibility                               | Added reference to Medicaid Service Manual section 3503.1B (15) for PCS not permitted.   |
| 18 | 2603.1B Provider Responsibility                               | Added statement regarding provider liability.  |
| 19 | 2603.1B Provider Responsibility                               | Added statement regarding notification of suspected abuse and neglect.   |
| 20 | 2603.1B Provider Responsibility                               | Added statement regarding HIPAA, privacy and confidentiality.  |
| 21 | 2603.1C Recipient/Personal Care Representative Responsibility | Added language to clarify the recipient's/personal care representative's responsibility during the provision of services.  |
| 22 | 2603.1C Recipient/Personal Care Representative Responsibility | Removed reference to Medicaid Service Manual section 3503.1C as section  |

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|    |   | updated and contains required information.  |
| 23 | 2603.1C Recipient/Personal Care Representative Responsibility | Renumbered areas of section to accommodate new language added.  |
| 24 | 2603.1C Recipient/Personal Care Representative Responsibility | Removed reference to Interactive Voice Response system.   |
| 25 | 2603.2C Recipient Responsibilities                            | Changed the name of NMO – 3428B from the “Healthcare Provider Verification of Training and Competency” form to the “Training Healthcare Provider Authorization” form. |
| 26 | 2603.5 Quality Assurance                                      | Clarified DHCFP annual review process of providers and services.  |
| 27 | 2603.6 Non Discrimination Policy                              | Removed this area as it is included in Medicaid Service Manual Chapter 100.   |
| 28 | 2605 References and Cross References                          | Changed chapter number to 2600 and added references to Chapter 3500, Personal Care Services and Chapter 100. Medicaid Program.  |
| 29 | 2605.1 Provider Specific Information                          | Updated Medicaid Service Manual chapter names to reflect correct chapter names.   |
| 30 | 2605.2 First Health Services Corporation                      | Removed address and phone number for Pharmacy Point of Sale Department.   |
| 31 | 2605.3 DWSS Offices   | Removed DWSS office locations and phone numbers.  |
| 32 | 2605.4 State Offices  | Removed State office locations and phone numbers.   |